



Hunter Express LTD - Accessibility Plan 2026

Executive Summary

Hunter Express Ltd is committed to identifying, removing, and preventing barriers to accessibility in accordance with the Accessible Canada Act (ACA).

This Accessibility Plan (2026 - 2029) outlines the organization's strategy to improve accessibility across the following areas:

- Employment
- Built Environment
- Information and Communication Technologies (ICT)
- Communication (other than ICT)
- Procurement of Goods, Services, and Facilities
- Design and Delivery of Programs and Services
- Transportation

As a transportation and logistics company, Hunter Express Ltd recognizes the importance of ensuring accessibility not only in administrative and office environments but also within operational settings where feasible.

This plan builds on progress made since 2023 and introduces:

- Clear actions to address identified barriers
- Defined timelines and priorities
- Ongoing consultation with employees and stakeholders
- A commitment to measurable progress and continuous improvement

Hunter Express Ltd will monitor progress, publish annual reports, and update this plan every three years to ensure continued compliance and improvement.

General Statement

Hunter Express Ltd remains committed to fostering a culture of inclusivity, accessibility, and respect. We strive to ensure that all individuals, including employees, clients, and members of the public are treated with dignity and independence.



Since our 2023 Accessibility Plan, we have continued to build a barrier-free environment by identifying, removing, and preventing barriers to accessibility across our organization.

This 2026 - 2029 Accessibility Plan outlines our ongoing commitments under the Accessible Canada Act (ACA). It reflects our progress to date, incorporates feedback received, and establishes measurable actions to further improve accessibility.

We recognize that accessibility is an ongoing journey. Hunter Express Ltd is committed to continuous improvement and equitable opportunities for all. This plan is available in accessible formats upon request.

Accountability and Risk Management

Hunter Express Ltd recognizes that failure to identify, remove, and prevent accessibility barriers may result in:

- Reduced access to employment opportunities
- Barriers for employees, clients, and visitors
- Reputational and regulatory risks under the Accessible Canada Act

To mitigate these risks, Hunter Express Ltd has established the following approach:

Accountability

- Accessibility oversight led by the HR, with support from IT and operational leadership
- Department managers to implement accessibility-related actions within their areas
- Accessibility to be integrated into decision-making processes across the organization

Risk Management Approach

- Accessibility risks will be reviewed annually as part of internal planning processes
- Feedback and consultations will be used to identify emerging barriers
- Priority will be given to barriers that impact safety, employment access, and communication

Hunter Express Ltd is committed to taking reasonable and proactive steps to reduce accessibility risks and improve inclusion across all areas of its operations.

Feedback Process & Contact Information

Hunter Express Ltd welcomes feedback regarding accessibility and this plan. Feedback can be submitted anonymously and will be reviewed, and maintained by our HR Business Partner Kelsey Livesey (Sr. HR Director).



Mailing Address:

Hunter Express LTD.
Attn: Accessibility Feedback
1940 Steeles Ave. E
Brampton ON, L6T 1A7

Telephone Number:

905-791-3090 X 523

Email Address:

Email us your accessibility feedback, request alternate formats, and ask accessibility questions:
KLivesey@hunterexpress.ca

- Feedback will be acknowledged within 5 business days
- Accessibility concerns will be tracked and categorized
- Trends will be reviewed quarterly

Progress Since 2023

Since the implementation of our 2023 Accessibility Plan, Hunter Express Ltd has:

- ✓ Removed physical barrier at main entrance
- ✓ Increased awareness of accommodation processes
- ✓ Begun integrating accessibility into recruitment
- ✓ Initiated ICT accessibility discussions

Gaps Identified:

- Lack of measurable tracking
- Inconsistent training delivery
- Limited formal policies and documentation

The actions outlined in this plan build upon initiatives introduced since 2023 and are intended to formalize, expand, and improve accessibility practices across the organization.

Areas of Focus Under the Accessible Canada Act

1. Employment

Hunter Express Ltd recognizes that certain roles within the transportation and trucking industry may present unique operational challenges. The organization is committed to exploring reasonable



accommodations and alternative solutions where feasible, while maintaining safety and operational requirements.

Barrier 1:

Limited representation of individuals with disabilities in applicant pools

Actions (2026-2029):

- Update and enhance the career website to meet accessibility standards (), building on improvements initiated since 2023
- Standardize and expand the use of accommodation statements across all job postings and recruitment materials
- Establish partnerships with organizations that support employment opportunities for persons with disabilities
- Track and review diversity metrics in recruitment processes (where appropriate and voluntary), to identify opportunities for improvement

Barrier 2:

Limited awareness of accommodation processes among employees and managers

Actions (2026-2029):

- Develop and implement a formal Accommodation Policy and Procedure Guide, clearly outlining roles, responsibilities, and processes
- Expand and standardize accessibility and accommodation training for managers, building on awareness efforts introduced since 2023
- Formalize and improve the accommodation request process to ensure it is confidential, accessible, and consistently communicated across the organization
- Incorporate accessibility and accommodation information into onboarding materials for all new employees

Barrier 3:

Limited understanding of accommodation options within trucking/transportation roles

Actions (2026-2029):

- Expand research on industry-specific accommodations within the transportation sector, building on initial efforts since 2023
- Engage external experts and organizations to explore innovative and practical accommodation solutions
- Pilot flexible work arrangements and job modifications where operationally feasible



2. Built Environment

Barrier:

Limited automated accessibility features at facility entrances

Actions (2026-2029):

- Install automatic door openers at main entrances (target completion: 2027)
- Conduct a comprehensive accessibility audit of all facilities, building on improvements already made to physical access points
- Enhance signage visibility and accessibility throughout facilities, following findings from accessibility reviews
- Ensure accessible washrooms, pathways, and common areas are clearly marked and maintained

3. Information and Communication Technologies (ICT)

Barrier 1:

Accessibility features in existing systems are underutilized

Actions (2026-2029):

- Conduct an accessibility audit of all software systems, expanding on initial ICT accessibility assessments
- Enable and promote the use of built-in accessibility features across platforms
- Develop and distribute internal guides on accessibility tools to improve adoption of existing system capabilities

Barrier 2:

Limited organizational knowledge of accessible technologies

Actions (2026-2029):

- Provide ongoing accessibility training for IT staff to strengthen internal knowledge and support continuous improvement
- Incorporate accessibility requirements into IT procurement and system selection processes
- Evaluate new technologies for accessibility compliance prior to implementation

4. Communication (Other Than ICT)

Barrier:

Inconsistent availability of accessible communication formats



Actions (2026-2029):

- Develop and formalize a standardized process for providing alternate formats, improving consistency across the organization
- Maintain accessible templates for commonly used communications
- Identify and engage external vendors capable of producing materials in alternative formats (e.g., Braille, audio)

5. Procurement of Goods, Services, and Facilities

Barrier 1:

Accessibility not consistently considered in procurement processes

Actions (2026-2029):

- Update and formalize procurement policies to consistently include accessibility criteria
- Introduce standardized accessibility checklists to support consistent and informed purchasing decisions
- Require vendors and suppliers to demonstrate accessibility compliance where applicable

Barrier 2:

Suppliers lack awareness of accessibility requirements

Actions (2026-2029):

- Include accessibility clauses in contracts, requests for proposals (RFPs), and vendor agreements
- Communicate Accessible Canada Act expectations to vendors and service providers
- Prioritize suppliers who demonstrate strong accessibility practices and commitments

6. Design and Delivery of Programs and Services

Accessibility considerations will be balanced with operational requirements specific to logistics and transportation environments, ensuring that solutions remain practical, safe, and effective.

Barrier 1:

No standardized approach to integrating accessibility

Actions (2026-2029):

- Develop and implement an Accessibility Checklist for all new and updated programs and services
- Integrate accessibility considerations into project planning and review processes
- Provide training to employees responsible for program and service design on accessibility requirements



Barrier 2:

Limited inclusion of persons with disabilities in planning processes

Actions (2026-2029):

- Expand opportunities to include employees with disabilities in consultation and feedback processes
- Gather accessibility feedback during the development of programs, policies, and services
- Encourage voluntary participation in accessibility-focused working groups or consultations

Barrier 3:

Limited awareness of accessibility initiatives

Actions (2026-2029):

- Continue publishing the accessibility plan internally and externally in accessible formats to improve awareness
- Provide annual updates on progress through internal communications and ACA progress reports
- Promote available accessibility supports, tools, and resources across the organization

7. Transportation

Hunter Express Ltd does not provide passenger transportation services as defined under the Accessible Canada Act.

At this time, no barriers have been identified in this area.

Consultations

Hunter Express Ltd will continue and expand consultation efforts with:

- Employee surveys and direct feedback channels
- Engagement with management teams
- Collaboration with external organizations supporting persons with disabilities

Future consultation commitments (2026-2029):

- Conduct annual employee accessibility surveys
- Engage accessibility advocacy organizations periodically
- Maintain ongoing feedback channels
- Document all consultation activities to support transparency and compliance



Monitoring, Reporting & Compliance

To meet Accessible Canada Act requirements, Hunter Express Ltd will:

- A. Prepare and publish annual Accessibility Progress Reports, including:
 - Status updates on actions
 - Progress against planned initiatives
 - Summary of feedback received
 - Newly identified barriers
- B. Maintain documentation for compliance and audit purposes
- C. Ensure all reports and documents are available in accessible formats upon request

Hunter Express Ltd will use these reporting processes to evaluate progress, identify gaps, and inform future accessibility planning.

Conclusion

Hunter Express Ltd is committed to continuous improvement in accessibility through measurable, transparent, and accountable actions. This plan reflects our ongoing efforts to identify, prevent, and remove barriers, ensuring an inclusive and accessible environment for all.